

Dear Valued Customer

IMPLEMENTATION SPOILS POLICY

UVP Veltopak has been remiss in not previously spelling out what our policy is in the case of jobs being spoiled while in our care and this has hindered the proper handling of claims on the rare occasions we receive them. The attached document formalizes the manner in which we will deal with them from August 2018. We believe it is as much of a benefit for Customers as it is for ourselves.

We have always tried to deal with our Customers in a fair and reasonable manner, especially when things go wrong, and we have been most fortunate in the manner in which Customers have reciprocated this approach. Nothing in this document changes that approach to business, it merely 'crosses t's and dots 'i's' where we haven't done so before.

We appeal to all our Customers to please read the attached and confirm by way of a signature that it has been received and will be followed as and when the need arises. We hope it never will but that isn't the real world in our industry!

Thank you
Yours sincerely

Arthur Hammond
August 2018

FORGING AN UNBREAKABLE CHAIN OF QUALITY

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SPIRIT VARNISH, 8 PAGE GLUING, SCRATCH OFF CARDS, REWETTABLE GLUE, TWIN WIRE BINDING, MOUNTING, DIE CUTTING, FILM LAMINATING, FOILING AND EMBOSSEING, SILKSCREEN SPOT UV VARNISH, FOLDING AND FINISHING
CREASING, PERFORATING, AUTO GANGSTITCH, BLISTERPACK VARNISH, OVERALL UV VARNISH, ROUND CORNERING, CALENDAR RIMMING, AUTOMATED FOLDER GLUEING, GUILLOTINING, OVERPRINT, HOLOGRAM FOILING,
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